



# USER GUIDE

Vodafone Voicemail



## **Voicemail Setup**

To activate voicemail dial 1211

To deactivate voicemail dial 1210

To access voicemail dial 121

### **Your calls will be diverted to Voicemail if:**

- your phone is switched off
- you are outside network coverage
- you are already engaged on another call
- the network is busy
- you have selected the divert immediate option
- you are a pay as you talk customer and you are out of credit

To set immediate divert dial 1212

To cancel immediate divert dial 1213

### **To retrieve your messages at any time, dial 121**

The following options are then available:

Press 1: Return to main menu

Press 2: Repeat message

Press 3: Delete message

Press 4: Go to previous message

Press 5: Give caller's number

Press 6: Go to next message

Press 7: Save message for 7 days

Press 8: Time and date of message

Press 9: Help

Press 0: To pause or continue

### **To save a personal greeting**

A standard pre-recorded message will greet your callers and confirm your phone number, but you may choose to replace this with a personalised greeting, which makes your callers much more likely to leave a message. An example of what to say would be "This is the Voicemail service for (your name). I am not able to take your call but please leave a message."

To record a new greeting:

Dial 121 and press 1 for the main menu

Dial 33

Follow the voice prompts

You must press # to save your recorded message

### **To retrieve Voicemail from another phone**

To listen to your Voicemail messages from another phone:

- Dial your mobile phone number then interrupt your greeting by pressing 9
- You will hear a message asking you for your security code
- Enter your security code and you will be able to listen to your messages.

Please note - You will not be able to access your Voicemail in this way until you have changed your PIN number from the default.

### **To change your security settings**

Dial 121 and select option 1 for the main menu

Dial 42 to access the security settings

Press 2 to set your security code

**Further information is available on the Vodafone website at [www.vodafone.co.uk](http://www.vodafone.co.uk)**